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AUTHOR Bombeld, Madeleine; Crowe, Kathryn Moore
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ABSTRACT

The purpose of this manual is to acquaint desk assistants (whose two major functions are to provide information and to instruct patrons how to use library materials) with the services, policies, and procedures of the Reference Department and Jackson Library at the University of North Carolina, Greensboro. Information is presented about: their responsibilities; reference techniques; performance evaluation; policies and procedures; the departmental goals and objectives; staff and librarian responsibilities; the department's organization chart; the general reference collection and the indexes/abstracts area; online catalog information; CD-ROM use policy; interlibrary loan; telephone procedures; use of the reference clipboard; the reference drawer; computer searches; bibliographies and guides; and library tours. Sample library forms accompany many of these descriptions. Also included are a series of library information sheets which summarize general library information and present information about borrowing library material; microforms; special collections/university archives; handicapped access and services; "Visualtek," the low vision aid; and the serials department and periodicals. (MAB)

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INFORMATION DESK ASSISTANTS' MANUAL

REFERENCE DEPARTMENT

JACKSON LIBRARY

THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

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Madeleine Bombeld
Kathryn Moore Crowe
1991

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INFORMATION DESK ASSISTANTS' MANUAL
REFERENCE DEPARTMENT
JACKSON LIBRARY
UNC GREENSBORO

Welcome to the Reference Department of Jackson Library. We hope that your employment here will be rewarding and enjoyable and that you will benefit from your job as much as we will benefit from having you here. The purpose of this manual is to acquaint you with the services, policies, and procedures of the Reference Department and Jackson Library. It is designed to serve as both a training manual (in combination with guided training) and a guide to which you may refer at any time.

RESPONSIBILITIES

As an Information Desk Assistant, you serve a vital role in the Library. The two major functions of the Reference Department are to provide information and to instruct patrons how to use library materials. Your primary responsibility will be the first function, to provide information. There are three general categories of questions that we receive at the desk:

1. Directional questions about the Library or the campus. (i.e. "Where is the Reserve Room?")

2. Basic reference questions such as interpreting the Serials Printout, checking JACLIN for specific titles, or looking up addresses.

3. In-depth reference questions that involve choosing sources for research.

Information Desk Assistants are expected to answer the first two categories of questions. As you gain experience, you will feel more comfortable about tackling some in-depth questions. It is essential, however, that we provide accurate information. If you are ever unsure how to answer a question, please don't hesitate to ask a reference librarian for help. If we are busy, ask the patron to wait for us. We would rather you ask us than have someone leave with incorrect information. There is nothing wrong with admitting that you don't know how to answer a question; experienced reference librarians do it every day!

Frequently, it is difficult to assess exactly what a patron needs because he/she does not know how to word their question. For example, someone who needs magazine articles on recycling will simply ask, "Where are the magazines?" Much of our job involves conducting a "reference interview" to make sure we understand what a patron needs. A good overview on the reference interview may be found in William Katz's book Introduction to

Reference Service, vol. II, chapter 3. (Ref/Z711/K32/1987/v.2)

Answering questions is always your first priority. You will be assigned other projects, however, that you can work on while you're not busy with patrons. These projects might include searching JACLIN to determine our holdings, processing Vertical File materials, filing loose leaf services, and the usual "other duties as assigned." You will receive specific instructions for these projects when they are assigned.

REFERENCE TECHNIQUES

Because of the location of the Information Desk, you will often be the first contact for patrons entering Jackson Library. In many cases, it may be their first visit to the Library at all! Therefore, it is necessary that you provide friendly and efficient service and project a positive image. Students often feel inhibited or shy about asking questions when they come to the library. The following behaviors can help them feel more comfortable:

1. When patrons enter the Library, you should look up and make eye contact. Do not become so buried in your projects that you forget to do so.

2. When patrons approach the desk, they should be greeted pleasantly and you should say, "May I help you?"

3. Pay attention to the Reference Desk area and office. When these areas become busy and people "line up," ask them if they need help.

4. While listening to the question, use "active listening" techniques such as maintaining eye contact, nodding, and attentive phrases such as "I see" or "Um-um."

5. Personal conversations should be kept brief and should be interrupted as soon as a patron approaches.

EVALUATION

At the end of each spring semester or your term of employment, you will receive a narrative evaluation written by the Information Desk supervisor who will meet with you and discuss it. This evaluation will discuss how well you have met your responsibilities and offer any needed suggestions for improvement. This meeting is also an opportunity for you to make comments and offer constructive criticism about the Information Desk. Problems or suggestions need not be confined to this meeting, however, but may be discussed with the supervisor at any time.

POLICIES AND PROCEDURES

SCHEDULE

The schedule for the entire semester, including nights and weekends, will be arranged at the beginning of the term. You will receive your own copy and it will also be posted near the filing cabinet where your time sheets are kept. Attendance and punctuality are very important. We are counting on you to staff the desk at the times you are assigned. You may arrange to switch hours with your Information Desk colleagues if you both agree. Please inform the supervisor and mark it on the posted schedule. When you are ill, call the Reference Department at least two hours before your shift. Other absences and/or make-up hours need to be approved by the supervisor.

INFORMATION DESK

The desk is strategically positioned in the front lobby so that patrons with questions can stop there first. A full range of supplies including scissors, tape, pencils, scrap paper, etc. is provided. Additional supplies are kept in the supply closet in the second reference office.

A supply of weekly statistic sheets for the desk is kept in the drawer. New sheets are put out every Monday by the person working the first shift. The weeks's date, Monday-Sunday, is written in the space provided and the sheet is taped to the right-hand side of the desk. The previous week's sheet is left on the supervisor's desk.

PAYROLL PROCEDURES

These procedures and the supporting paperwork are handled by the Library Technical Assistant (LTA). Prior to beginning work, a Personnel Action Form will be completed and sent to the Financial Aid Office. Once approval has been received from this office, a copy is sent to the employee and to the LTA.

Employees who are new to the University must go through the I-9 process in order to verify identity and employment eligibility (requirements attached). New employees must also complete state and federal tax withholding forms in the Payroll Office which is located in room 270 of the Mossman Administration Building.

Pay Periods and Time Sheets

The payroll period is from the first of each month to the last day in each month. Upon approval of the Personnel Action Form, each employee receives a copy of the approval form and an information sheet on departmental employment including the pay schedule. Student checks are issued on the 15th of each month and are sent to the employing department.

Each employee is responsible for keeping an accurate record on a time sheet of the hours worked each day (see sample Library time sheet). Hours are totaled on a weekly and monthly basis. The LTA transfers the hours worked from the Library time sheet to the official University 2-part carbon time sheet (copy attached). When the official time sheet is completed, the student and the LTA sign it and the LTA takes it to the Payroll Office.

MISCELLANEOUS

When you work alone, lock the door to the Reference Office when you leave. A key is kept in the center drawer of the Information Desk in an envelope.

There is a Library Staff Room in the basement of the tower available for your use that has drink and snack machines, a refrigerator, and comfortable chairs. It is locked on nights and weekends; the key mentioned above will open it. You may have a drink while you're on duty, but it must be kept in the office area.

All student employees, upon being hired, must present proper documents to verify identity and employment eligibility as required by the Federal Immigration Reform and Control Act of 1986. Below is a list of acceptable documents.

One of these ORIGINAL documents to establish identity and employment eligibility:

- U.S. passport;
- Certificate of U.S. Citizenship (INS Form N-560 or N-561);
- Certificate of Naturalization (INS Form N-550 or N-570);
- Unexpired foreign passport with unexpired official stamp or valid Form I-94;
- Alien registration receipt card with bearer's photograph ("green card" - INS Form I-151);
- Resident alien form with bearer's photograph (Form I-551);
- Temporary resident card (INS Form I-688);
- Employment authorization card (INS I-688A).

If you do not have any of the above documents, then you must present one document from each of the next two sections.

One of these ORIGINAL documents to establish identity:

- State-issued driver's license or state-issued identification card containing a photograph, or if the document does not contain a photograph, identifying information such as name, date of birth, sex, height, color of eyes, and address;
- School identification card containing a photograph;
- Voter's registration card;
- U.S. military card or draft record;
- Identification card issued by federal, state, or local government agencies or entities;
- Military dependent's identification card;
- Native American tribal documents;
- U.S. Coast Guard Merchant Mariner card;
- Driver's license issued by a Canadian government authority.

AND

One of these ORIGINAL documents to establish employment eligibility:

- valid social security number card;
- Original or certified copy of a birth certificate issued by a state, county, or municipal authority bearing a seal;
- Certification of birth issued by Dept. of State;
- Unexpired reentry permit (INS Form I-327);
- Unexpired Refugee Travel document (INS Form I-571);
- Employment authorization document issued by INS;
- Native American tribal document;
- U.S. citizen identification card (INS Form I-197);
- Identification card for use of resident citizen in the U.S.

LIBRARY TIME SHEET

RECORD FOR PERIOD BEGINNING_____ AND ENDING_____

FULL NAME_____ S.S.No._____
First M.I. Last

DEPARTMENT

DAY	DATE	AM			PM			DAILY	WEEKLY
		IN	OUT	TOTAL	IN	OUT	TOTAL	TOTAL	TOTAL
SUNDAY									
MONDAY									
TUESDAY									
WEDNESDAY									
THURSDAY									
FRIDAY									
SATURDAY									
WEEKLY TOTAL					XXXXXXXXXXXXXXXXXX			XXXXXXX	

DAY	DATE	AM			PM			DAILY	WEEKLY
		IN	OUT	TOTAL	IN	OUT	TOTAL	TOTAL	TOTAL
SUNDAY									
MONDAY									
TUESDAY									
WEDNESDAY									
THURSDAY									
FRIDAY									
SATURDAY									
WEEKLY TOTAL					XXXXXXXXXXXXXXXXXX			XXXXXXX	

DAY	DATE	AM			PM			DAILY	WEEKLY
		IN	OUT	TOTAL	IN	OUT	TOTAL	TOTAL	TOTAL
SUNDAY									
MONDAY									
TUESDAY									
WEDNESDAY									
THURSDAY									
FRIDAY									
SATURDAY									
WEEKLY TOTAL					XXXXXXXXXXXXXXXXXX			XXXXXXX	

DAY	DATE	AM			PM			DAILY	WEEKLY
		IN	OUT	TOTAL	IN	OUT	TOTAL	TOTAL	TOTAL
SUNDAY									
MONDAY									
TUESDAY									
WEDNESDAY									
THURSDAY									
FRIDAY									
SATURDAY									
WEEKLY TOTAL					XXXXXXXXXXXXXXXXXX			XXXXXXX	

DAY	DATE	AM			PM			DAILY	WEEKLY
		IN	OUT	TOTAL	IN	OUT	TOTAL	TOTAL	TOTAL
SUNDAY									
MONDAY									
TUESDAY									
WEDNESDAY									
THURSDAY									
FRIDAY									
SATURDAY									
WEEKLY TOTAL					XXXXXXXXXXXXXXXXXX			XXXXXXX	
							TOTAL HOURS FOR PAY PERIOD		

EMPLOYEE CERTIFICATION

All "Hours Worked" are recorded accurately, my Social Security Number is correct, and I did attend classes at UNC-G during the pay period. If I did not attend classes, a statement of explanation is attached Employee Signature:_____ Date:_____

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PAS-7
(Rev. 11/85)

STUDENT EMPLOYEE TIME SHEET

THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

PLEASE FOLLOW INSTRUCTIONS ON BACK OF LAST PAGE **WRITE CLEARLY** **PRESS FIRMLY WITH A BALL-POINT PEN**

LAST NAME	FIRST NAME	MI

BEGINNING PAY PERIOD			ENDING		
MONTH	DAY	YEAR	MONTH	DAY	YEAR

4 SOCIAL SECURITY NUMBER 12

SOCIAL SECURITY NUMBER

DEPT. NAME	HOURLY RATE

10-DIGIT ACCOUNT NUMBER
51 61

ACCOUNT	OBJECT

FOR OFFICE USE ONLY

TYPE OF PAYROLL Col. 1 [4] BATCH NUMBER Col. 2-3 [ ]

13 17 18 22 28 34 36 37 38 39 45 50

REGULAR HOURS	OVERTIME HOURS	ADDITIONAL EARNINGS	PRE A	PRE F.	SUBJ. FICA	RATE	CODE
							1

RECORD HOURS TO THE NEAREST QUARTER HOUR ACCORDING TO INSTRUCTIONS ON BACK

WORK WEEK	DATE	AM PM	IN	OUT	HOURS WORKED	WORK WEEK	DATE	AM PM	IN	OUT	HOURS WORKED	WORK WEEK	DATE	AM PM	IN	OUT	HOURS WORKED	WORK WEEK	DATE	AM PM	IN	OUT	HOURS WORKED	WORK WEEK	DATE	AM PM	IN	OUT	HOURS WORKED	
SUN	/	AM			.	SUN	/	AM			.	SUN	/	AM			.	SUN	/	AM			.	SUN	/	AM			.	
		PM						PM						PM						PM						PM				
MON	/	AM			.	MON	/	AM			.	MON	/	AM			.	MON	/	AM			.	MON	/	AM			.	
		PM						PM						PM						PM						PM				
TUE	/	AM			.	TUE	/	AM			.	TUE	/	AM			.	TUE	/	AM			.	TUE	/	AM			.	
		PM						PM						PM						PM						PM				
WED	/	AM			.	WED	/	AM			.	WED	/	AM			.	WED	/	AM			.	WED	/	AM			.	
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THU	/	AM			.	THU	/	AM			.	THU	/	AM			.	THU	/	AM			.	THU	/	AM			.	
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FRI	/	AM			.	FRI	/	AM			.	FRI	/	AM			.	FRI	/	AM			.	FRI	/	AM			.	
		PM						PM						PM						PM						PM				
SAT	/	AM			.	SAT	/	AM			.	SAT	/	AM			.	SAT	/	AM			.	SAT	/	AM			.	GRAND TOTAL
		PM						PM						PM						PM						PM				
		TOTAL HRS. WORKED			.			TOTAL HRS. WORKED			.			TOTAL HRS. WORKED			.			TOTAL HRS. WORKED			.			TOTAL HRS. WORKED			.	.

EMPLOYEE CERTIFICATION

All "Hours Worked" are recorded accurately, my Social Security Number is correct, and I _____ did _____ did not attend classes at UNC-G during the pay period.

Employee Signature Date

If you are employed by another department, please indicate department below.

Department Name

NOTICE: A false statement or misrepresentation of hours on this Time Record is a serious violation of law which may be considered a criminal offense and will be considered a violation of University regulations.

EMPLOYER CERTIFICATION

I hereby certify that this time record is a true statement of the hours worked by this student.

Department Head or Supervisor Date

INSTRUCTIONS FOR PREPARING STUDENT EMPLOYEE TIME SHEET

Item	Guide
Last Name:	Print last name clearly.
First Name:	Print first name clearly.
MI = Middle Initial:	Print the first initial of the middle name.
Pay Period:	Show the calendar dates for the first and last day of the pay period for this month.
Social Security Number:	Enter your nine (9) digit Social Security Number accurately. An incorrect Social Security Number will delay the computer processing of your paycheck.
Department Name:	Supervisor's responsibility - Enter name of department.
Hourly Rate:	Supervisor's responsibility - Enter hourly rate of pay.
Account Number:	Supervisor's responsibility – Enter 10 - digit account number to be charged for student's salary.
Workweek	
Date:	Enter the month and day.
In/Out:	Show starting/leaving time of work in appropriate column - A.M. or P.M.
Hours Worked:	Show only the actual amount of time worked on each workday in the columns designated to the nearest ¼ hour. Use table below for less than a full hour.
Total Hrs. Worked:	Show a "total" for "Hours Worked" under each Workweek. Students may not submit more than 40 hours in one Workweek.
Grand Total:	Show the combined total produced by adding the totals under each Workweek.
Employee (Student) Certification	The employee reviews the Time Sheet for accuracy, and if he agrees it is accurate, he then answers questions concerning class attendance, other University job(s), and signs and dates the Time Sheet.
Employer Certification	Personal signature of Supervisor and date. In an unusual case where an employee is not available to sign the Time Sheet, the Supervisor must write an explanation for this in the "Student Signature" space and initial it. The Payroll Section is not permitted to process a Time Sheet not bearing the Supervisor's and student's signatures.
Submitting Time Sheet:	The original of the time sheet must be submitted to the Office of Accounting and Budgets, Mossman Administration Bldg., by 5:00 p.m. on the second working day of the month following the end of the pay period. The employing department retains the time sheet copy.
Check Pickup:	Payroll checks are available for distribution on the 15th of the following month or the closest working day thereafter.

Minutes	Quarter	Minutes	Quarter
0-7	00	31-37	50
8-15	25	38-15	75
16-22	25	46-52	75
23-30	50	53-60	1.00

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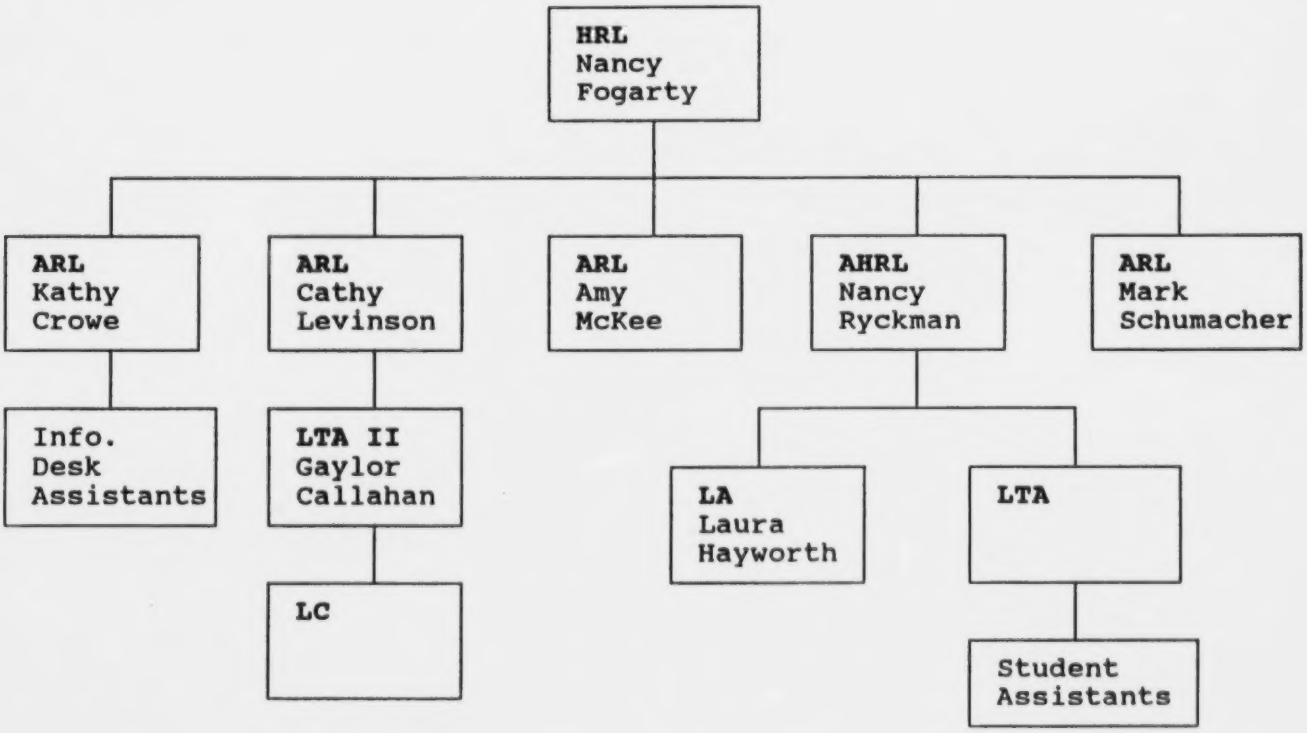
REFERENCE DEPARTMENT, COLLECTIONS, AND PROCEDURES

REFERENCE DEPARTMENT (see attached information sheets)

The departmental goals and objectives, lists of responsibilities for staff and librarians and the organizational chart are attached as separate pages. These sheets provide important information and should be read carefully.



The primary responsibilities of the reference staff are (1) to provide information, and (2) to instruct library users in the use of the library and its resources. All other work done in the department supports these two primary functions.

HRL: Head Reference Librarian
AHRL: Assistant Head Reference Librarian
ARL: Assistant Reference Librarian
LTAII: Library Technical Assistant II
LTA: Library Technical Assistant
LA: Library Assistant
LC: Library Clerk

RESPONSIBILITIES OF THE REFERENCE LIBRARIANS

OF JACKSON LIBRARY AT UNC-GREENSBORO

Nancy Fogarty:	Administration of the department Evaluation Participation in policy decisions with other department heads Staff development Responsibility for collection development, including following up on book order requests
Kathy Crowe:	Bibliographic instruction Orientation Subject bibliographies
Cathy Levinson:	Annual reports Business services Interlibrary Loan, including supervision of staff CD-ROM products and equipment and personal computer applications
Amy McKee:	Compiling statistics regarding reference questions General Vertical File and N.C. Vertical File Selecting, training, and supervising students for the Information Desk and library science internship
Nancy Ryckman:	Administration of the department in absence of the Head Reference Librarian Map Room Supervision of SPA employees Telephone directories
Mark Schumacher:	Computer Searches Current Awareness Service Inventory of the Reference Collection Reference Question (RQ) File Reference Desk Scheduling

The primary responsibilities of any Reference Librarian at the University of North Carolina at Greensboro are as follows: provide service at the Reference Desk (The department maintains service 77 1/2 hours per week during the regular academic year. Evening and weekends are covered by all members of the reference faculty); conduct bibliographic and informational computer searches online (DIALOG, MEDLINE); teach undergraduate and graduate subject classes in bibliographic instruction; conduct orientation tours; select materials for the reference and general collections; answer reference questions received through the mail and by telephone; compile bibliographies in limited subject areas; assist in formulating departmental policies and in designing evaluation instruments; develop professionally by participating in, and attending, conferences, workshops, etc. and by other means of continuing education; serve on campus and library committees; and meet the "Criteria for Awarding Tenure to Librarians."

June 1991

RESPONSIBILITIES OF THE REFERENCE STAFF
OF JACKSON LIBRARY AT UNC-GREENSBORO

LTA:	Answers reference questions, especially those received by telephone; staffs Reference Desk Selects vertical file materials; maintains currentness Selects, trains, and supervises student assistants, including preparing and monitoring the budget for them Maintains the shelflist and processes new books received from cataloging Coordinates orientation tours; leads selected tours Updates bibliographies and out-of-date reference materials Prepares materials for binding, both for in-house and commercial bindery
Laura Hayworth:	Searches and types book orders initiated by reference librarians Answers reference questions, especially those received by telephone Types correspondence, bibliographies, and other materials Sorts mail and routes journals and other materials through the department Maintains loose-leaf services Is responsible for obtaining supplies, including the inventory of them Gathers and records statistics for Reference Department Orders and processes corporate annual reports, including maintaining accurate records in JACLIN
Gaylor Callahan:	Borrows materials from other libraries for our graduate students and faculty (via the OCLC terminal, telefacsimile, and mail services--both U.S. and courier) Checks via the OCLC terminal and printed and microform reference materials for verification and location of materials needed by our patrons Confers with faculty and graduate students about materials which have been borrowed for them or problems which have arisen concerning their requests. Supervises the Library Clerk (Interlibrary Loan Lender) and day-to-day operations of the ILL office. Compiles statistics for the ILL activities. Reviews ILL requests and makes recommendations for purchase of materials for the Library.
Library Clerk:	Sends out by mail or telefacsimile, books, periodicals (photocopies), and microforms from our collection which have been requested by other libraries. Receives via the OCLC terminal, U.S. mail, and telefacsimile requests placed by other libraries for materials which our library owns Instructs student assistants who assist in the interlibrary loan operation Performs some duties of the ILL borrower in her absence Prepares invoices and overdue notices Compiles statistics

All members of the reference staff perform other urgent tasks as they arise.

June 1991

REFERENCE ROOM

The reference room is divided into two main areas, the general reference collection and the indexes/abstracts areas, each housing several mini-collections. (A map of the room is located on the pillar beside the telephone books.) The reference collection area contains the encyclopedia and atlas cases, ready reference materials, telephone books, the Vertical Files, as well as the general reference collection. The Indexes/Abstracts side has the bibliography area, book review index table, map room stairs, microfiche collections, oversize reference books and the CD-ROM workstations. There are three directories to the indexes/abstracts area located around the room. Each directory has an alphabetical list and a subject section, with each section showing table and/or wall shelf locations.

Reference Collection Area

Materials in this area are arranged in call number order as shown on the map. If a volume in not on the shelf in call number order, a wooden block ("dummy") indicates where the volume is shelved. Alternate locations includes Ready Reference, Reference Office, Indexes/Abstracts Area, Bibliography Area or perhaps a dictionary stand.

The **Ready Reference** collection is located next to the Reference Desk and includes sources that the librarians need to use frequently. These include books from the reference collection (a dummy is in the reference stacks for these sources) and other sources that are not cataloged such as periodicals lists from other libraries.

The **Atlas Case** is a part of the Reference Collection Area. All materials shelved in the Atlas Case indicate "Atlas Case" as the first part of the call number. Materials on the Atlas Case shelves are arranged in call number order. A list of titles/authors, arranged by call number gives the drawer number location for atlases shelved in the drawers or on top of the Atlas Case. This list is encased in a plastic sleeve and is chained to the case.

The **Vertical Files** are also part of the Reference Collection Area. These files consist of two sections, the General Vertical File and the North Carolina Vertical File.

The **General Vertical File** contains up-to-date pamphlets and other materials on a variety of topics. A list of subject headings used in the file is contained in boxes placed on top of the cabinets. JACLIN also provides access to materials in the General Vertical File.

The **North Carolina Vertical File** consists primarily of newspaper clippings on local issues, history, politics, biography and other North Carolina topics. It is historical in nature

although material is being added on a regular basis. JACLIN can be used to access material in the North Carolina file as can the list of subject headings in the file boxes on top of the cabinets.

Materials from the General Vertical File are the only circulating items in the reference collection. The loan period is one week and a "charge slip" must be completed for all materials borrowed (attached sample shows how to complete the slip). Completed charge slips are separated and the patron receives the top part. The bottom part is filed in the Vertical File section of the orange checkout box on the reference desk. It is good practice to tell the patron the due date and that materials must be returned to the reference desk.

JACKSON LIBRARY
CHARGE SLIP

Call Number	Date Due
verticle File	9|21|91

SSN 111-22-3333

Author

Title Recycling
4 items

Name Ima Glutz
Please Print

Address 100 Rushing Brook Ave
Swannsboro, NC

Phone

(X) UNC-G Student ( ) UNC-G Faculty ( ) Other

Telephone directories, both on microfiche and in printed copy, are another part of the Reference Collection Area. The printed directories are divided into the North Carolina and United States sections. The Phonefiche set is kept on top of the bookcase containing the printed directories along with a directory for the set and a microfiche reader.

INDEXES/ABSTRACTS AREA

The **Indexes/Abstracts Area** contains indexes and abstracts grouped according to subject area. Because they are not arranged either by call number or alphabetically by title, the Directory of the Indexes/Abstracts Area should be consulted for location information.

The **Bibliography Area** is a separate part of the Indexes/Abstracts side of the Reference Room. All such materials have "bib" above the call number. Among the materials shelved in the Bibliography Area are the books-in-print series, book price indexes and oversized library catalogs.

Stairs to the **Map Room** are located in the Bibliography Area as well. The Map Room contains flat and folded maps of cities, states, countries and continents. These maps are not listed in JACLIN however, so access to the collection is gained by using the card catalog in the Map Room.

BOOKS IN THE REFERENCE OFFICE

A limited number of reference books are shelved in the office, in call number order, and must be "checked out" for use in the room. Most of the books kept in the office are ones often stolen from the collection and, therefore, in need of the special protection that the office environment provides. Dummies are shelved in the call number location for each book in order to inform patrons that they need to come to the office.

To "check out" a book from the office, the patron must complete the card (see sample) with date, name and social security number. The completed card is filed in the card holder taped to the end of the bookcase. Patrons should be reminded that the book is for library use only and that is must be returned either to the office or to the Reference Desk. There is no limit on the time a patron may use any given book but common courtesy should be practiced, particularly if a certain volume is in demand.

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APA Manual

Date	Name
4/1	Ima Glutz 111-22-3333

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JACLIN

JACLIN is the Library's on-line catalog and is the key to locating most materials in Jackson Library. A JACLIN terminal is available exclusively for use at the Information Desk. Detailed instructions for JACLIN are in a separate manual

OCLC (Online Computer Library Center)

OCLC is a national database which contains bibliographic information for books, serials, music scores, sound recordings, maps, etc. Most academic libraries and large public libraries subscribe to OCLC and their holdings are recorded in the database. OCLC is used by the librarians to locate material held in other libraries, to verify bibliographic information and for Interlibrary Loan. Patrons who need this type of information should be referred to a librarian. Patrons who wish to search OCLC themselves may do so provided they check with a Reference Librarian first.

CD-ROM WORKSTATIONS (see attached CD-ROM Use Policy and Cheat Sheet)

There are currently 3 CD-ROM workstations which run four different databases. The systems now available are ERIC (education), PsycLit (psychology), Social Sciences Index and Business Periodicals Index. Social Sciences and Business Periodicals Index are on separate discs but share a workstation. These systems are only available when the Reference Department is staffed.

Sign-up Sheets

Sign-up sheets are available for ERIC and PsycLit but not used for the other two products. The ERIC sheet is pink, PsycLit's is blue and extra copies of each are in the supply closet in the second reference office.

Paper and Printers

Paper for the printers is stored in the first closet in the second office. When possible and available, paper should be recycled; if not, only the paper from 15# boxes should be used. Printer cartridges and ribbons are kept in the supply closet as well.

Discs

The CD-ROM databases are contained on one or more discs. Backfiles for earlier dates are generally on separate discs with each disc indicating the dates included. In order to search all of a database or to search a specific year in ERIC and PsycLit, the discs must be changed. The backfiles for ERIC and PsycLit are on the small table just inside the second reference office.

Business Periodicals Index and Social Sciences Index only have one disc each but, since they share a workstation, the one not in use is kept at the Reference Desk.

CD-ROM USE POLICY

The CD-ROM systems available for patron use are located in the Reference Department and are available for use when the Reference Librarians are on duty. Those hours are posted at the Reference Desk. The systems in high demand may be reserved for one-half-hour increments by signing the schedule located on a clipboard next to the appropriate CD-ROM system. Patrons may not sign up for consecutive time slots. Other systems function on a first-come, first-serve basis.

Priority for use of the CD-ROM systems is given to UNCG students, faculty, and staff. Persons not affiliated with the University may use the system when UNCG-affiliated persons are not waiting. The Reference Librarians reserve the right to interrupt anyone using a CD-ROM system if the librarian needs to conduct briefly a search in order to answer a reference question.

The CD-ROM systems are to be used to search specific topics. The advantage of using a computer to search for information is its ability to combine concepts. The CD-ROMs should not be used to search broad topics. When patrons are doing initial research and need to narrow or focus a broad topic, they will be asked to use the printed version of a CD-ROM system, when available. Patrons have the option of requesting that a broad topic search be run on a remote database for which the patron will be charged. Offline prints can be requested which are less expensive than online prints. When the topic has been narrowed and specifically defined, the CD-ROM version of the index will be appropriate.

Patrons are asked to limit the number of citations and abstracts printed in order to conserve paper and time at the machine. When possible, the patron should view citations on the screen and print only those which fit the patron's needs. As an alternative, users have the option of bringing their own pre-formatted MS-DOS diskette and downloading citations to the diskette.

July, 1990

SERIALS PRINTOUTS (see attached *"Serials Department/Periodicals"* information sheet)

The Serials Printout is produced quarterly by the Serials Department and is an alphabetical listing of most of the library's serial titles. The printout is used to determine holdings and location information for serial titles. At this point, the printout, rather than JACLIN, should be consulted for serial title information.

Location and Currency

The most recent versions of the printout are on the round table in the Reference Department, at the Information Desk and on the counter in the Serials Department. The most current information on serial titles is available in the card catalog in Serials, including latest issue received and latest volume(s) bound. Information on materials at the bindery is available from the staff at the Serials Department Service Desk.

INTERLIBRARY LOAN (see attached information sheet entitled "Interlibrary Loan")

Interlibrary Loan is a service offered to graduate students and faculty members for the purpose of acquiring materials not owned by the library. Many materials are borrowed at no cost but there is usually a charge for photocopies. To initiate an ILL request the patron should complete a blue card for each book, dissertation, or thesis and a yellow card for each photcopy of a periodical article (see attached sample cards). The card(s) should be filled in as completely as possible, including the address side of each. When the requested item arrives, the request card is mailed notifying the patron that the items are available. Completed request cards should be placed in the ILL wire basket on the small table just inside the door of the second office.

Picking up Materials/Payment for Materials

Patrons may pick up ILL materials during the hours the Reference Department is open. ILL materials will be on a book truck in the ILL Office during the day and in the Reference Department at night and on weekends. Books will be on the top shelves and copies and microforms on the bottom shelves. When picking up a book, the patron need only complete the bottom section of the checkout card. If there is a charge, there will be a note on the yellow band specifying the amount and whether cash or a check is required. Payment instructions must be followed exactly.

Payment procedures for copies are similar to those for books. The copies will be clipped together and a pink slip on top will specify the amount due. If there is simply an amount on the pink slip, either cash or a check payable to Jackson Library is acceptable. In some cases, the pink slip may indicate that a check must be written to another university. If so, only a check made out to the specified payee is acceptable. The money collected should be placed in the ILL basket. Coins may be taped to the pink slip and bills and checks clipped to it. A sample of this slip is included.

THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

WALTER CLINTON JACKSON LIBRARY

Interlibrary Loan

Where: Reference Department, First Floor, Main Building.
Phone: 334-5849 or 334-5419

Research Materials From Around The World

When needed research materials are unavailable at UNCG, graduate students and faculty members may request them through interlibrary loan (ILL). Located in the Reference Department, Interlibrary Loan makes it possible for researchers to obtain books and photocopies of articles from libraries around the world.

Request Cards

Graduate students and faculty members who would like to use Interlibrary Loan may obtain request cards at the Reference Desk or from the ILL office. Fill in the card as completely as possible. One side of the card is for borrowing books and dissertations. The other side is for requesting photocopies of articles. Usually, books may be borrowed at no cost, but there is a charge for photocopies. Be sure to indicate in the appropriate space the amount you are willing to pay.

We'll Call You

An ILL staff member will contact you when requested items have arrived. Please be certain to give us a local phone number or address where we may reach you or leave a message. You may pick up the material during the hours the Reference Department is open. After using the materials, please return them directly to the ILL Office or to the Reference Department.

ILL7/8

INTERLIBRARY LOAN REQUEST ☐ Book ☐ Thesis ☐ Dissertation ☐ Other

PLEASE: 1. PRINT all information 2. DO NOT ABBREVIATE

OFFICE USE ONLY

AUTHOR: _____

TITLE: _____

_____

PUBLISHER OR UNIVERSITY, DATE: _____

SPECIAL INSTRUCTIONS: _____

WHERE DID YOU FIND THIS CITATION? _____

NAME: _____

ADDRESS: _____

☐ UNCG FACULTY ☐ UNCG GRAD STUDENT ☐ OTHER DEPT. _____

SSN: _____ LOCAL PHONE: _____

If original is not available free of charge, indicate amount you are willing to pay for copying/borrowing. (Charges are to be paid when material is picked up.)

$ _____ SIGNATURE: _____ DATE: _____

PLEASE FILL OUT REVERSE SIDE OF CARD

OFFICE USE ONLY

BOOK IS BEING HELD IN ILL OFFICE. DATE DUE: _____ CHARGE: _____

INTERLIBRARY LOAN COPY REQUEST

PLEASE: 1. PRINT all information 2. DO NOT ABBREVIATE

JOURNAL TITLE: _____

VOL. OR NO. _____ DATE: _____ PAGES: _____

AUTHOR: _____ ARTICLE TITLE: _____

_____

WHERE DID YOU FIND THIS CITATION? _____

NAME: _____

ADDRESS: _____

☐ UNCG FACULTY ☐ UNCG GRAD STUDENT ☐ OTHER DEPT: _____

SSN: _____ LOCAL PHONE: _____

Most journals are not available for loan. Indicate amount you are willing to pay for a photocopy. (Charges are to be paid when material is picked up.)

$ _____ SIGNATURE: _____ DATE: _____

PLEASE FILL OUT REVERSE SIDE OF CARD

OFFICE USE ONLY

COPY IS BEING HELD IN ILL OFFICE. CHARGE: _____

NOTICE

WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

OFFICE USE ONLY

MICHAEL, BETH

PLEASE MAKE CHECK PAYABLE TO
UNC HEALTH SCIENCES LIBRARY
FOR $ 6.00 .

CALO 6-28

BEST COPY AVAILABLE

TELEPHONE PROCEDURES

Telephone reference is a major service provided by the department. During the week, the office staff answers the telephone between the hours of 8:00 a.m. and 5:00 p.m. At night and on the weekend, the telephone is answered by the Reference Librarian and/or Information Desk Assistant. When answering the phone you should say "Reference Department, may I help you?"

Telephone Reference Questions

Telephone reference questions may be handled similarly to in-person questions. If you feel comfortable answering it, go ahead and do so. Many times phone questions are basic questions about hours or holdings. If you cannot answer the question, ask the patron to hold until a reference librarian can come to the phone or write down the question with the patron's name and phone number and the librarian will return his/her call.

REFERENCE CLIPBOARD

One important means of communication among Reference staff is through use of the clipboard. It is kept on the Reference Desk and includes notes or comments about class assignments, sources for difficult and/or common questions, instructions for CD-ROM products and general information. Class assignments and bibliographies, when available, are attached to the back of the clipboard. It is important to read the clipboard during each work shift.

REFERENCE DRAWER

Another important source of information is the material kept in the large file drawer in the reference desk. It is a collection of folders with diverse information designed to answer commonly asked questions. The "reference aids" folder includes lists of journals, CD-ROM information, newspaper lists, a list of microcomputer labs on campus, a list of North Carolina government officials, etc. Other folders contain information about other libraries in North Carolina. It's a good idea to browse through this drawer and familiarize yourself with the contents.

COMPUTER SEARCHES (see "Computerized Literature Search Policies")

Computer searches are conducted by the Reference Librarians for the categories of patrons described on the following handout. Searches are conducted either through the DIALOG or Medline systems.

Picking up a Search/Paying for a Search

Completed computer searches, including off-line prints, are placed in the wooden baskets on the shelves in the second office. The "search request form" (sample attached) is filed in the top

basket and the actual printout(s) in the bottom basket. Patrons picking up a search receive the printout(s) upon payment of the amount due written on the form and on the printout.

Payment may be made in cash or by check, made out to Jackson Library, and the appropriate block must be checked on the search request form. The date picked up, date paid and initial lines should be completed as well. The form is left on the Library Assistant's desk and the cash or check is placed inside the large, clasp envelope that has "Computers" written on it. This envelope is on the shelf behind the Library Assistant's desk.

Receipts for Payment

Official receipts must be written for all payments received, even if the patron does not ask for a receipt. The receipt book is kept in the "Computers" envelope and should be replaced there. Since it is an 3-ply NCR carbon form, a ballpoint pen should be used when completing it. The patron receives the white copy and the other two copies remain in the receipt book.

COMPUTERIZED LITERATURE SEARCH REQUEST

JACKSON LIBRARY, UNCG

Name_____ File_____ Searcher_____

Status: (circle one)

Undergrad Grad Faculty Non-UNCG

Department_____

Address_____

_____

_____

Phone_____

English only?

Topic/Search Title:

Date of search_____

Connect time_____

# of online prints_____

# of offline prints_____ Rec'd_____

CONNECT COST_____

TELEPHONE COST_____

PRINT COST_____

TOTAL_____

Date picked up_____ cash ☐

Date paid_____ check ☐

[please initial]_____

Key words and/or search strategy:

I agree that my signature on this form constitutes a firm order for a computerized literature search on the topic specified, and I will pay all charges incurred for this search up to $_____. I understand that I must make payment before I can obtain the search results, and I will pay the charges even if no citations result from the search.

Signed_____

THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

WALTER CLINTON JACKSON LIBRARY

COMPUTERIZED LITERATURE SEARCH POLICIES

Computerized literature searches are an integral part of the reference function; in Jackson Library members of the Reference and Documents staffs provide this service through the Lockheed DIALOG and National Library of Medicine Medlars systems.

Patrons served

UNC-Greensboro students, faculty and staff who require searches receive top priority. Searches will also be done for the following, in decreasing order of priority:

- members of Friends of the Library, including corporate members
- persons affiliated with libraries with which Jackson Library has cooperative agreements, but who do not have access to search services (e.g. Bennett College)
- other industrial concerns in Greensboro, High Point, Winston-Salem and Burlington
- persons affiliated with libraries with which Jackson Library has cooperative agreements, and who do have access to search services (e.g. Guilford College, N.C. A & T, East Carolina University)
- persons from other institutions without easy personal access to other search services (e.g. University of Richmond students living in the Greensboro area)

Consultation

Anyone interested in having a search run should arrange for a consultation with one of the Reference or Documents librarians so that the librarian can

- determine the actual need for a computer search (see also "Guidelines for Librarians")
- see that the person is familiar with the related printed indexes and thesauri
- determine the strategy for the search, and
- explain the costs involved and the method of payment

If only one librarian is on duty in the Reference Department (nights, weekends, lunch hours), it is generally not feasible to consult with a patron about a search. Patrons can be deferred to a time when several librarians are on duty (Monday through Friday, 8:30-12:00, 1:00-5:00). Similarly, all telephone requesters should be asked to schedule an in-person interview during these hours. (However, at the discretion of the librarian, exceptions to this policy may be made.)

Additionally, the person who requests the search must be the person who consults with the librarian. Intermediaries (graduate assistants, spouses, etc.) cannot always properly negotiate or develop a search strategy to the satisfaction of the requester; therefore, the librarian should never feel obliged to accept a search under such conditions. Any questions/problems may be referred to the Coordinator of Database searching or the Head of Reference.

Costs

Patrons pay for direct costs: online computer time, telephone charges, and any offline printing costs. Payment, preferably by check payable to Jackson Library, is made when the print-out is picked up. Searches may not be charged to an account, including university grants or departmental accounts.

January 1989

BIBLIOGRAPHIES AND GUIDES (see attached samples)

The bibliographies on the Reference Guides rack are prepared and/or updated by the Reference Librarians on a regular basis. These are used for formal bibliographic instruction classes and as general guides for patrons. When the supply in the rack gets low, it should be replenished with copies from the reference office closet. When the supply in the closet gets low, please notify the Library Assistant.

The handouts in the Information Center rack are guides to the services and collections in the various departments of the Library. These handouts should be replenished when the supply dwindles; extra copies are kept behind the Circulation Desk.

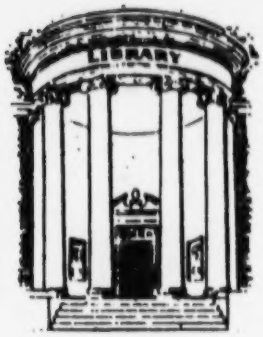
LIBRARY TOURS

The Library offers a variety of tour options. Most English 101 students are required to take a library tour and a JACLIN tutorial, so you will get plenty of questions about these, especially at the beginning of the semester. These tours are available to anyone, of course, not just the English students.

Guided tours are offered at the beginning of each semester that depart from the Main lobby. There will be flyers in the information racks advertising the dates and times. Sign-up sheets are posted in the reference area. These tours do not include a JACLIN tutorial.

The **self-guided tape tour** is available from the Reserve Desk whenever the Library is open. It includes the JACLIN tutorial.

The **JACLIN tutorial** is available at the Circulation Desk whenever the Library is open. It includes just the section on JACLIN from the self-guided tape tour.



THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

WALTER CLINTON JACKSON LIBRARY

General Information

Welcome!

The Walter Clinton Jackson Library provides a comprehensive and growing collection which supports both the instructional and research needs of the University. The older Main Building was completed in 1950 and the ten-story Tower was added in 1973. The Library's 220,000 square feet of space includes seating for 2,400, graduate study carrels, and faculty studies. The largely open stack collection consists of over 2,011,000 volumes (including documents and microtext). The Library subscribes to approximately 6,500 newspapers, periodicals, and other serials.

This general information sheet provides a brief introduction to the Library and refers the reader to Library departments where specific information and services are available. Individual assistance is available at all times the Library is open and orientation tours and class instruction are offered throughout the year. Every member of the Library staff is eager to make you a user whose needs have been met.
Welcome!

Library Hours

Printed schedules of all regular and holiday hours are posted in the Library and copies are available at the Circulation Desk.

Library Phone Numbers

Hours	334-5284
Catalog Information	334-5304
Circulation and General Information	334-5304
Acquisition Department	334-5281
Administrative Offices	334-5880
Catalog Department	334-5781
Government Documents/Microforms	334-5251
Interlibrary Loan	334-5849
Reference Department	334-5419
Reserves	334-5245
Serials/Periodicals	334-5996
Special Collections/University Archives	334-5246

Using the Library Collections

The collections in Jackson Library are intended primarily for students, faculty, and other members of the University community. The use of these resources is offered to others subject to the priorities of the academic community. All privileges extended are subject to the regulations of the Library. Please consult the information sheet entitled "Borrowing Library Materials" or Circulation Department staff members to find out who may borrow from Jackson Library.

Photocopiers

Self-service copiers are located in the basement of the Tower, the Periodicals Reading Room on the First Floor, and the Reserve Reading Room on the Second Floor, Main Building. Two copiers in the Periodicals Reading Room and one in the Reserve Reading Room are coin-operated. The other copiers accept charge cards purchased from vending machines located near the Circulation Desk and in the Second Floor Lobby, Main Building. Card-operated and coin-operated microform copiers are available in the Documents/Microforms Division on the Second Floor, Main Building.

Lockers and Study Carrels

Enrolled UNCG students may arrange to store personal belongings in lockers by inquiring at the Circulation Desk. Circulation also assigns study carrels for use by enrolled UNCG graduate students.

Typewriters and Microcomputers

You may bring your own typewriter and use it in the typing rooms in the elevator lobbies of Tower floors 4-9. If you wish to secure your microcomputer in the building, inquire at the Circulation Desk. Typewriters and computers should not be left unattended, and the Library can assume no responsibility for their loss or damage.

Telephones

There are three public telephones in the Library. Two are located just inside the front entrance and one is in the basement of the Tower. An on-campus phone which may be used at no charge is also available in the basement of the Tower. There are intercom phones throughout the stacks to request assistance or for use in an emergency.

Smoking, Food, and Beverages

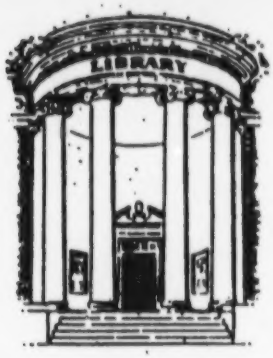
For reasons of safety, public courtesy, and the general welfare of the Library's collections, smoking is permitted only in the following areas: (a) Elevator lobby areas on Tower floors 2-9. (b) Basement Tower lobby area. (c) Lobby-hallway in front of Jarrell Lecture Hall. (d) Stairwell lobby on Second Floor Main Building. (e) Designated area in the Reserve Reading Room. Food and beverages attract vermin and insects which seriously damage books. Please help by not bringing any kind of food or beverage into the Library.

Exit Control and Building Security

In order to ensure that no library materials are unintentionally or intentionally removed from the Library without being checked out, you must stop for a check of all bags, briefcases, etc. by a Campus Police Officer before leaving the building. Both the stealing and the mutilation of library materials are criminal offenses punishable by law and are also considered major offenses of the Academic Honor Policy. Please report any damaged library materials to the Circulation Department. Do not leave personal valuables unattended and report all incidents of theft, other personal crime, or vandalism to the Circulation Department immediately.

Lost and Found

Personal belongings left in the Library are held at the Circulation Desk until the following Friday. After that time, any unclaimed items are turned over to the Lost and Found in Elliott University Center.



THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

WALTER CLINTON JACKSON LIBRARY

Borrowing Library Material

Circulation Desk

Circulation Desk, First Floor Tower. Also see the appropriate information guides for details about borrowing material from Government Documents, the Microforms Collection, the Reserve Division and the Audio-visual Collection, or through Interlibrary Loan.
When: All Library Hours
Phone: 334-5304

Library Cards

UNCG students, faculty members and staff members need to present validated UNCG ID cards to borrow material. Students enrolled at UNCG through the following programs should use the ID cards issued by those programs as well as a picture ID: Consortium, Inter-Institutional, Continuing Education, Visiting Auditor, and Project Upward Bound. ID cards used for borrowing are not transferable.

Loan Periods

UNCG faculty - end of current academic year (certain items circulate for three weeks only); UNCG graduate students writing theses - end of current term; UNCG undergraduates and other borrowers - three weeks or, during summer sessions, two weeks.

Renewals

Materials may be renewed unless they are needed by another patron.

Books Checked Out or Not on Shelves

If a UNCG faculty member, staff member, or student needs a book that is checked out, a recall request may be placed at the Circulation Desk. Requested books are subject to recall three weeks after they were borrowed. Books needed for Reserve are subject to immediate recall. Non-university borrowers may not recall books. Failure of a UNCG student to return a book after it has been recalled is a violation of the Academic Honor Policy. Other borrowers who fail to return recalled books will lose their borrowing privileges. If a book is not on the shelves and checked out, a search request may be placed at the Circulation Desk. You will be notified when a recall or search book is available.

Fines

25¢ per day overdue to a maximum of $10.00 (no overdue fine assessed if book is returned within 4 days of due date). Books 24 calendar days overdue are presumed lost and a $5.00 nonrefundable billing fee is charged for each book). LOST/UNRETURNED BOOK CHARGES: Replacement charge for book, $5.00 nonrefundable billing fee, and overdue fine. BORROWING PRIVILEGES FOR UNCG STUDENTS ARE BLOCKED WHEN AMOUNT OWED IS $150.00 OR MORE.

Returning Library Material

Patrons are responsible for all material checked out with their library cards until the items are properly and safely returned to the Circulation Desk or to the outside book return near the Main Building loading dock.

Borrowing from Other Academic Libraries

UNCG faculty members and currently enrolled graduate students may apply at the Circulation Desk for library cards which will be honored at most libraries on other University of North Carolina campuses and Duke University. All UNCG students and faculty members may borrow books not in Jackson Library from libraries of other area colleges by applying for a letter of referral at the Jackson Library Reference Desk. See also the information sheet entitled "Interlibrary Loan."

Individuals not associated with the University

Cooperative Borrowers

Graduate students and faculty members from other University of North Carolina campuses and from Duke University use a valid Cooperative Borrowing Card issued by their university libraries.

Students from Other Colleges

With few exceptions, students from most other colleges and community colleges in Alamance, Davidson, Forsyth, Guilford, Randolph, and Rockingham counties may obtain a written referral from the librarian of their own institutions.

Visiting Scholars

Visiting scholars and individuals engaged in continuous study or research but not affiliated with local educational institutions may apply to the Head Circulation Librarian for borrowing privileges.

Public School Teachers

Public school teachers in Alamance, Davidson, Forsyth, Guilford, Randolph, and Rockingham counties may borrow books unavailable in their own institutions or public libraries by applying with their State Employee's Retirement Card and a picture ID.

Secondary School Students

Greensboro and Guilford County secondary school students should inquire at the Circulation Desk about the circumstances under which they may be able to borrow Jackson Library material.

UNCG Advocates Program

UNCG alumni and other University friends who have "Advocate" status may apply for borrowing privileges using a valid Advocate card (obtained from the UNCG Development Office) and a picture ID.

Public Library Referrals

Permanent residents of Greensboro who are not enrolled in a secondary school, college, or university and who have a need for specialized material unavailable through the services of the Greensboro Public Library should apply for a written referral from the main branch of the Public Library to borrow material from UNCG on a one-time basis.

Friends of the Library

Members of the Friends of the Library may register to borrow books upon presentation of a valid Friends of the Library card (obtained from the Library Administrative Offices during business hours) and a picture ID.

BEST COPY AVAILABLE

THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

WALTER CLINTON JACKSON LIBRARY

Microforms

Where: Second Floor, Main Building.
When: Regular Library Hours.
For times when staff assistance is available, see the schedule posted in the Documents/Microforms Division, Second Floor, Main Building, or call.
Phone: 334-5251

Most Have Call Numbers

The Library's microforms collection consists primarily of newspapers and journals. Most of these publications have call numbers which are listed in the main card catalog and in the *Serials Printout*. Microfiche collections (e.g., ERIC —Educational Resources Information Center, 10-K Reports for large state and national corporations, and college and university catalogs) do not have call numbers. Ask for information about these sets at the service desk in the Documents/Microforms Division.

Microfilm Shelving Area

In the Microfilm Shelving Area, microfilm reels are arranged by film number in filing cabinets and on shelves. Other types of microforms and the microform machines (readers) are located in the Microforms Reading Room. Instructions appear on the readers, and assistance is available from staff members during the hours posted.

Coin-Operated Reader/Printers

Coin-operated reader/printers which produce paper copies from microforms are located in the public service area of the Division. Copiers may be used when staff members are present.

Most Microforms Are for Library Use

Most microforms are for use only within the Library; however, exceptions will be made in a few cases (e.g., ERIC microfiche may be checked out for two days). Portable microfiche readers may also be checked out. Circulation privileges are available only to UNCG faculty, staff, and enrolled students.

THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

WALTER CLINTON JACKSON LIBRARY

Special Collections/ University Archives

Where: Second Floor, Main Building
When: 8 a.m. to 5 p.m. Monday — Friday
Phone: 334-5246

Non-Circulating Materials

The Special Collections Division houses non-circulating materials which are separated from the Library's main collection because of their value or unique nature. Included are rare books, examples of the work of modern private presses, early printed books, books illustrated by famous artists, selected subject and author collections, the University Archives, and manuscripts. Since the very nature of rare books and manuscripts is such that they cannot be subjected to heavy use, these materials are separately housed and cared for by specially trained staff members in order to preserve and protect them. Special handling insures availability of items for the needs of the present while at the same time preserves them for the future.

Specific examples of some collections in the Division are:

The Woman's Collection

The Woman's Collection — printed books dating from the early 16th to early 20th centuries by, about, and of interest to women. A portion of this collection consists of detective fiction written by 19th and 20th century American authors featuring female sleuths.

The Randall Jarrell Collection

The Randall Jarrell Collection — printed books and manuscripts representing the literary and teaching career of one of America's major poets and critics. Randall Jarrell taught at UNCG from 1947 until his death in 1965 and donated a large portion of his manuscripts to Jackson Library during the 1950's and 1960's.

The Luigi Silva Cello Music Collection

The Luigi Silva Cello Music Collection — books, scores, music manuscripts, and Silva's own writings on the history, performance, and teaching of the cello. A catalog of this collection was published by the Library in 1978. Silva, who died in 1961, is considered one of the great cello pedagogues of the 20th century. Other major collections of cello literature and music are being donated and with the Silva collection will form a major national resource for cellists and music scholars.

Children's Literature Collection

Children's Literature Collection — printed books, manuscripts, and original art work in a diversified collection that includes the works of Lois Lenski (1893-1974), children's illustrator and author. Lenski's own collection of early children's books is joined by more than 1,000 additional rare titles dating from the 1750's and a large collection of girls' books in series.

The University Archives

The Archives contain papers of all past chancellors of UNCG, faculty and student publications, theses and dissertations, a photograph file of more than 8,000 items and a vertical file of more than 20,000 printed items. Artifacts also form part of the University Archives. To locate information about the history of the University, the best place to start is in the University Archives.

The General Collection

The general collection of books in Special Collections includes incunabula; early printed books; early editions of works considered outstanding in the history of western thought; examples of modern fine printing and publishing; and a major collection of books dating from the 16th century on physical training and education, gymnastics, calisthenics, and dance.

Washington Handpress

Jackson Library is also fortunate to own a working 19th-century Washington handpress which is cared for and operated by the staff of Special Collections. The press is used for instructional demonstrations for classes and for printing special bookplates, broadsides, and other ephemeral items. It may be seen in the north hall off the Second Floor lobby of the Main Building.

Research Projects

Any individual with a genuine need may use Special Collections materials. In the case of special research projects, contact the Special Collections Librarian for an appointment.

Classes Are Welcome

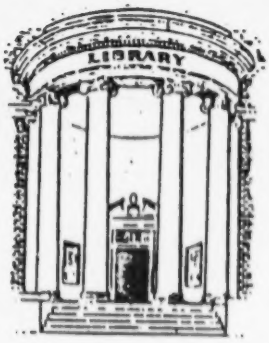
Classes are welcome by appointment for special lectures and viewings of particular items. The staff in the Division is trained to assist in the use of all materials under the jurisdiction of Special Collections and will be happy to assist both groups and individuals with their needs.

For Use Only In the Division

All Special Collections materials are available for use only in the Division. A microfilm reader, slide viewer and light box are available. Photocopying is restricted and must be approved by the Special Collections Librarian. If you plan to take notes when using Special Collection materials, please bring pencils since pens are not permitted for note-taking.

Archives Material Isn't in the Catalog

Materials in the archives and manuscripts collections are not included in the Division's card catalog, so be sure to consult a Special Collections staff member concerning your needs in this area.



THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

WALTER CLINTON JACKSON LIBRARY

Handicapped Access and Services

Access to the Library

Access to the Library is by a ramp located on the north side of the Tower facing the service parking area between the Library and the dining halls. Handicapped parking is available as marked in this area. Ring the buzzer at the entrance door or make prior arrangements for entering the Library by calling the Circulation Department (334-5304).

Special Services Room

The Special Services Room is available for use during Library hours. The room is convenient to the handicapped users' entrance and to elevators, photocopiers, public and campus telephones, and restrooms with special facilities. The Room contains study tables, a large-type electric typewriter, an Apple microcomputer, and a Visualtek Low Vision Aid. Standard and large print dictionaries, library information guides, and a bulletin board with relevant information are located here. Keys to this room are assigned by the Office of Disabled Student Services which is located in 157 Elliott University Center (334-5440).

Telephone Assistance

The Special Services Room has an intercom phone which may be used to call the major public service areas of the Library in order to request assistance:

DIAL CIRCULATION (32) - for general assistance and for locating and receiving books and other library materials.

DIAL RESERVES (43) - for assistance in obtaining books and other materials placed on reserve for specific courses and for information on the Library's collection of phonograph recordings. A BRAILLE dictionary is kept in the Reserve Room.

Visually Handicapped Users

If the Special Services Room is in use, a Circulation Department staff member will locate another suitable room in the building for visually handicapped users who need to have their readers help with assignments.

Audio-Visual Collection

The Library's collections of spoken word and music recordings and facilities for listening to them are located in the Reserve Room, Second Floor, Main Building.

New York Times

The large print edition of the *New York Times* is available in the Newspaper Room, First Floor, Main Building. For assistance, inquire at the Periodicals Service Desk also on First Floor, Main Building.

Comments or Suggestions ?

If you have comments or suggestions, please leave them in the box in the Special Services Room, speak to a member of the staff, or call the Administrative Offices (334-5880).

revised 2/12/91

THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

WALTER CLINTON JACKSON LIBRARY

Visualtek Low Vision Aid

Enlarges Reading Material

The Visualtek Low Vision Aid makes it possible to enlarge reading material from 4 to 45 times its original size. Size, focus, and contrast may be selected as well as negative (white print on black background) or positive (black on white) images. An electronic line marker makes it possible to focus on one line or phrase of printing at a time.

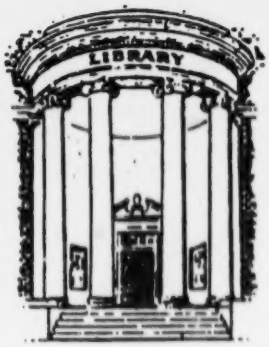
A Writing Aid, Too

According to the manufacturer, the Visualtek may be used by most people with some vision (as low as 1/2 of 1% in a stronger eye) including those with peripheral or tunnel vision, glaucoma, or cataracts. The machine can accommodate large materials such as newspapers, oversized books, and large magazines. It may also be used as an aid in writing.

Call 334-5440

The Visualtek is housed in the Special Services Room, Basement, Library Tower. Keys to this room are assigned by the Office of Disabled Student Services located in Elliott University Center (334-5440).

revised 8/3/90



THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

WALTER CLINTON JACKSON LIBRARY

Serials Department/Periodicals

Where: First Floor, Main Building
When: Regular Library hours
Phone: 334-5996

Magazines, journals, and newspapers

The Serials Department is responsible for all journals, magazines, newspapers, and other serials to which the Library subscribes. The Department includes the Newspaper Reading Room, Periodicals Reading Room, and Periodicals Service Desk where you may ask for assistance in using these materials.

Periodicals Reading Room

The Periodicals Reading Room contains the latest issue of many of the Library's approximately five thousand journals and magazines arranged alphabetically by title on open shelves. Other unbound issues are shelved in an area closed to the Public (the Cage) and should be requested at the Periodicals Service Desk. Anyone may use issues on the open shelves, but proper identification is required when requesting issues at the desk. Issues may be used only within the Library and must be returned to the Periodicals Service Desk.

Older issues are either bound and shelved according to their call numbers in the Library's stacks or they are microfilmed and shelved by their film numbers in the Microfilm Shelving Area (Second Floor, Main Building). To determine whether the Library has a particular publication, consult JACLIN, the *Serials Printout*, or the Serials Card Catalog.

The *Serials Printout*

The *Serials Printout* is an alphabetical listing by title of most serial publications the Library owns. The *Printout* provides information on volume holdings, dates, call numbers or microfilm numbers, and special locations. A sample page from The *Serials Printout* appears on the following page. The *Serials Printout* is updated quarterly, but for the most up-to-date information, consult the Serials Card Catalog in the Periodicals Reading Room.

Newspaper Reading Room

The Library subscribes to approximately forty North Carolina, domestic, and foreign newspapers. The most recent issues are shelved in the Newspaper Reading Room adjacent to the Main Building lobby. For most newspapers the Library retains issues only two months. These newspapers are shelved in an area adjoining the Newspaper Reading Room. Newspapers kept longer than two months are retained on microfilm. Check the *Serials Printout* for the holdings and microfilm number.

Serials may not be checked out of the Library, but photocopiers are available in the Periodicals Reading Room and elsewhere in the Library.

Please ask for assistance at the Periodicals Service Desk.

revised 8/7/90

SAMPLE PAGE FROM SERIALS PRINTOUT

UNCG LIBRARY---SERIAL HOLDINGS

CALL NUMBER	AUTHOR/TITLE AND HOLDINGS	(6) LOCATION	(8) FREQ OF PUBLICATION
(3) HC108.A75A8	BUSINESS (1)29- 1979- 34,1984(2) (5)CURRENT ISSUE IN CAGE. CONTINUES: ATLANTA ECONOMIC REVIEW		BM
**	BUSINESS ADMINISTRATION READING LISTS AND COURSE OUTLINES **EACH ISSUE HAS ITS OWN CALL NUMBER; SEE MAIN CARD CATALOG		
	BUSINESS CYCLE DIGEST 1965-1967	DOCUMENTS	
(4) FILM NO. 996	BUSINESS ECONOMICS 1- 1965- 20,1985 CURRENT ISSUES KEPT UNTIL MICROFILM RECEIVED	MICROFM.COL.	Q
(7) REF HC106.7.B80	BUSINESS EXECUTIVES' EXPECTATIONS 1977-		Q

(1) This is the first volume (29) and year (1979) the Library owns of the journal BUSINESS.

(2) This is the volume number (34) and year (1984) of the last volume that has been bound or microfilmed. Issues after this date may be obtained in the Periodicals Reading Room on the First Floor, Main Building.

(3) and (4). Generally, older issues of journals, newspapers, and other serials usually are found by call number in the general book stacks or on microfilm.

(3) Volumes 29 through 34 are located under the call number (HC 108.A75A8) in the stacks. Check the Book Location Chart to determine on which floor the HC call numbers are located.

(4) Volumes 1 through 20 of this title will be found on microfilm. Use the film number 996 to locate BUSINESS ECONOMICS in the Microfilm Shelving Area, Second Floor, Main Building.

(5) The phrase "current issue in cage" means that the most current issue of the journal BUSINESS is not on the open shelves of the Periodicals Reading Room but may be requested at the Periodicals Service Desk.

(6) If a location is given in this column, e.g., "Documents", ask for directions at the Circulation, Reference, or Periodicals Service desks.

(7) "Ref" means this publication is in the Reference Department under this call number.

(8) The abbreviation in this column indicates the frequency of publication, e.g., BM=bi-monthly, M=monthly, Q=quarterly, IR= irregular.